

# BE ALERT FOR SCAMMERS



## DON'T GET SCAMMED

Customers can avoid being scammed by taking a few precautions:

- **Never provide your social security number or personal information** to anyone initiating contact with you claiming to be a company representative or requesting you to send money to another person or entity other than Pepco.
- **Always ask to see a company photo ID** before allowing any Pepco worker into your home or business.
- **Never make a payment for services to anyone coming to your door.**

With the District of Columbia, Maryland, and the world experiencing the impact of the COVID-19 pandemic, Pepco is reminding customers to always be on alert for potential scams targeting energy customers. Scams occur throughout the year, but the company has seen an increase in scam attempts with scammers using this health crisis to take advantage of energy customers throughout the United States. We have received reports that scammers are threatening to shut service off, discount energy bills, and also are offering cash or credit incentives in order to obtain a customer's personal or financial information.

## PROTECT YOURSELF

- Pepco representatives will never ask or require a customer with a past due balance to purchase a prepaid debit card to avoid disconnection.
- Customers can make payments online, by phone, automatic bank withdrawal or by mail.
- Customers with a past due balance will receive multiple shut off notifications – never a single notification one hour before disconnection.\*

**IF YOU HAVE ANY DOUBT ABOUT THE VALIDITY OF A PERSON'S CLAIM TO REPRESENT PEPCO, PLEASE CALL US IMMEDIATELY AT 202-833-7500.**

\*We have temporarily suspended service disconnections until at least May 1, 2020. Any calls regarding disconnections during this time are likely scams.